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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

For years I dealt with Pacific Bell until the company was absorbed into AT&T Co., then Pacific Telesis. Then mysteriously the "corporation/company" became AT&T Inc. and my phone service and "dial-up internet" service started to routinely become an increasing problem, particularly when there were problems with the phone lines or service.

Without exaggeration I would end up spending hours on the phone attempting to get support only to frequently be told that I had my service for so long that my account needed to be upgraded which included increased monthly fees and "4-hour window periods" that I needed to be available for a service technician - usually after a one or two day wait.

As a small business, over the years my cost for two phone lines and non-dependable DSL continued to increase - along with sales pitches that I could get better internet/email for a higher monthly premium, not to mention customer service when problems arose only getting worse and more frustrating.

This nightmare continued for years until I learned the Sonic.net was available for my home office - dependable high speed DSL for email, internet and two phone lines with unlimited long distance and international service plus phone messaging for thirty percent less than the monthly fees I was paying to AT&T Inc.

In addition, whenever there's been a problem with the two lines Sonic.net leased from AT&T when I called support a human ALWAYS answered my call and quickly tested my service and if possible corrected it. More importantly, if service was due to a problem with an AT&T line, Sonic would place a work order and an AT&T service representative often arrived within less than an hour to test and correct the lines.

THIS is why I am committed to Sonic.net, a competitive provider that provides a quality dependable, personalized and timely service.

Also, over the years Sonic.net has been the provider for my business the billing has seldom

increased and when there has been an increase it's been totally reasonable and justified.

As a small business person, DO NOT stifle competition. DO NOT allow AT&T to own my business!

Douglas Krause